

Spring | 2016

# Pomegranate

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## The devotion of an animal brings joy to palliative patients

The new Palliative Paws program at St John of God Bunbury Hospital demonstrates St John of God Health Care's holistic approach to care

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**On the cover:** Golden Retriever 'Daisy'  
is a much-loved and welcome visitor  
to palliative patients at St John of God  
Bunbury Hospital.

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St John of God Health Care is a leading  
Catholic health care provider in  
Australia and New Zealand, with a  
network that includes 23 facilities with  
more than 3,000 hospital beds as well  
as pathology, home nursing, disability  
services and Social Outreach services  
for people experiencing disadvantage.

# GROUP UPDATE



**Dr Michael Stanford**  
Group Chief Executive  
Officer

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**Healthcare is a dynamic industry and this issue of Pomegranate attests to the changes ahead for our service and our people and acknowledges the impact of technology on the speed and shape of change.**

We have announced our intention to sell our pathology division to Clinical Labs, which we expect will transfer around the end of September.

The decision to sell St John of God Pathology was made after great discernment by our Trustees, Board and our Executive Management team and I believe it is in the best interests of our pathology caregivers, our patients, our service and the broader St John of God Health Care group.

In this issue of Pomegranate we have highlighted just some of the milestones achieved in the rich heritage of our pathology service.

To our pathology caregivers, thank you for your hard work and commitment and we look forward to seeing your service contribution to even more Australians continue with Clinical Labs.

In this issue we also look at how technology is shaping our industry with a feature on advances in robotic surgery, a growing capability of our group that has captured the interest of the community.

We have interviewed our Chief Medical Information Officer, Dr Alexius Julian, and you can read his views on how technology is changing the way we work and how it can help us to deliver even better outcomes for our patients.

Equally powerful in the following pages is what doesn't change and that's our compassionate response to patients when they're at their most vulnerable. Our cover story is just one demonstration of how we are meeting the holistic needs of our patients. 🌱

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# Growth in robotic assisted surgery

Robots are increasingly being used by surgeons in operating rooms across Australia to assist with precise, intricate movements using smaller surgical instruments with smaller incisions.

At St John of God Subiaco Hospital in July a robot was used to assist with a hip replacement operation – a first for robotic surgery in Western Australia, and only the second time in Australia.

Two patients underwent the robotic procedure that is expected to provide more precise implantation of components when compared to current techniques, which can have up to 20 degrees of positional variation.

St John of God Subiaco Hospital Chief Executive Officer, Dr Lachlan Henderson said while we have extremely high success rates with traditional hip replacements surgery, robotic technology provides an extra layer of precision for surgeons.

Orthopaedic surgeons at Subiaco Hospital were the first in Australia to use an interactive orthopaedic robot for partial knee replacement (PKR) surgery in April 2015, when St John of God Subiaco Hospital first installed the robot.

Since then, 90 robotically assisted PKR surgeries have been undertaken at the hospital.

Lachlan said robotic-assisted surgical techniques allow highly accurate pre-operative planning, merging the accuracy of computer navigation and the ability to customise position based on the three dimensional anatomy of each individual patient.

“The robot gives surgeons the ability to adjust their plan intra-operatively, in real-time, to further optimise the operation,” he said.

“The pre-surgical plan is especially useful for surgeons, as they can assess bone preparation areas and customise implant positioning using a CT scan of the patient’s hip joint.”

The surgeons underwent extensive training to learn how to best utilise the technology. They plan to use the robotic technology for full knee replacements in the near future.

Lachlan said the hospital has invested in operating room robots for a range of speciality areas, including orthopaedics, gynaecology, surgical oncology and urology.



*Pictured: The new da Vinci Xi robot generated great interest from patients and caregivers when a demonstration of the new technology was held in the foyer of St John of God Geelong Hospital*



*Pictured: Orthopaedic surgeons at Subiaco Hospital were the first in Western Australia to use an interactive orthopaedic robot for partial knee replacement (PKR) surgery in April*

“The robot technology is part of our focus to assist our doctors and patients by providing first-class facilities and the latest technologies,” he said.

In addition the hospital is undertaking clinical research on robotic surgery to measure patient outcomes and to ensure care is evidence-based and informed by research.

In May St John of God Geelong Hospital took delivery of a surgical robot, in a move that will revolutionise the provision of a range of surgery in Geelong.

The new da Vinci Xi system – the first in Victoria – allows surgeons to perform highly precise surgical procedures within the patient’s body through keyhole incisions.

The four-arm robot is controlled by a surgeon who sits at a console using

a high-definition three-dimensional image to guide the surgical procedure.

“This ground-breaking technology is becoming an integral element of a modern surgical service,” said St John of God Geelong Hospital Chief Executive Officer Stephen Roberts.

“This robot is a natural extension of the surgeon’s eyes and hands. It allows for greater precision and finer surgical work within the patient’s body, utilising minimally invasive procedures and resulting in better surgical outcomes.”

Stephen said that robot-assisted surgery has established itself as the preferred platform for complex prostate surgery in Australia with more than 70 per cent of all prostatectomies performed in private hospitals now robot assisted and the latest generation Xi robot is establishing an emerging presence

in bariatric, bowel, thoracic and gynaecological surgeries.

He said that a complement of surgeons had already commenced an extensive training program to use the new technology.

“Delivering the safest possible program of the highest quality is our priority and the introduction of new technology requires a very strong training, clinical governance and a constant review of patient outcomes.

“To get the most benefit from the technology for our community we need our people and our processes absolutely on song.”

“This technology allows us to do things we could never do before. We are very excited to be a leader in this field and at the prospect of offering this world-class service to patients in Geelong.” 🍷



# New role to steer medical information

**The appointment of a Chief Medical Information Officer (CMIO) at St John of God Health Care demonstrates how the group is prioritising technology as an enabler in delivering the best possible care to patients.**



**Pictured:** An important role is communicating with clinicians about what they need from technology so that they are better able to deliver care to their patients

Dr Alexius Julian took up the newly created position in June this year to push forward the implementation of a single clinical information system across the group.

The CMIO in healthcare is a rare breed, with probably only 10 equivalent roles in the healthcare industry in Australia.

Alexius has the unusual duality of being a medical doctor, still practicing as a surgical assistant in our hospitals, with additional experience and skills in information technology.

It is this unique mix that is critical to the role of CMIO, according to Alexius.

“It’s about being able to communicate with other clinicians to identify what they need from technology and then being able to communicate that to those that can deliver it, namely information technology providers,” Alexius said.

“At the moment we are about building the foundations from which to go forward, like a single clinical information system. We are looking at clinical information systems that are in place around Australia, what a system can do and most importantly what we want it to do and then going out and looking for it.

“While that’s going on we need solutions to put in place here and now.

“Technology is an onwards and upwards spiral and it is never going to stop for as long as humanity survives. We need to keep pace with that.

“We need to know what’s coming and what’s happening now in technology so we are ready to embrace innovation.

“If we can’t do that we will struggle to survive, look how rapidly Pokemon Go changed the world in a month,” he said.

Alexius predicts that in the next 10 years we will all be working within an integrated software system where doctors can access their patient information and care for their patients anywhere in the world; caregivers will have access to a system that supports them like a safety net; and patients will feel connected with St John of God Health Care before, during and after they leave our wards.

“We will be looking at ‘wellness’ as well as care, where we are not just about fixing people up but we are about keeping them well,” Alexius said.

“Technology will enable that by making sure that health is readily available to people. It will prompt them to make sure that they stay healthy.

“While the hospital will always be at the centre, apps on personal devices can continue to support patients

when they go home so they don't return to hospital.

"In the future patients will be interacting with our systems before admission so we can identify the patients who will need extra care."

Alexius has always had a bent for technology, despite pursuing a career in medicine. He designed his first website at 12 years of age, chose information technology as his only optional unit at medical school and worked on mining company databases whilst completing his studies.

After graduating from medical school, Alexius found himself on a doctor information technology reference group for the WA Health Department and would go on to take up a position in the department's Institute for Health Leadership.

This led to a role as clinical lead in information technology during the development of Perth's Fiona Stanley Hospital. In this position he engaged with clinicians to improve the systems that had been built so that they were better able to support clinicians when the hospital opened.

As a last word Alexius said, "technology will change the way we do our work completely. We will have to embrace that change and redesign how we do our work, not because of technology but because it can lead to a better outcomes for our patients." 🍷

***"Technology will change the way we do our work completely. We will embrace that change and redesign how we do our work, not because of technology but because it can lead to a better outcomes for our patients."***

*Pictured: New CMIO Dr Alexius Julian keeps a hand in medicine as a surgical assistant at St John of God Subiaco Hospital.*



# Dogs trained to visit patients in hospital

St John of God Bunbury Hospital recently introduced the Palliative Paws Program, an initiative which has specially trained dogs and their accredited owners visit patients on the palliative care ward.

The program is the brainchild of Nurse Unit Manager Kerry Smith and Clinical Nurse Specialist Eileen Harris, who believed that patients would benefit from the love and affection that dogs can provide.

Palliative Care Specialist Dr Carolyn Masarei and her husband Michael have two golden retrievers, Rigsby and Daisy, who are specially trained to visit patients in hospital settings.

Recently, Dr Masarei and Michael made a special visit with their two dogs to Allen, a patient on the Granada ward.

"I was thrilled to have the company of such beautiful dogs - it was the best day I've had in hospital," Allen said.

The program will be funded by the inaugural Lynne Anderson Scholarship which was introduced in 2015. Lynne was highly experienced as a registered nurse specialising in oncology treatments and helped to pioneer the development of cancer services in the south west. She sadly lost her own battle with cancer in 2015.



## *Lynne's wish for patient's receiving treatment for serious illness was to have their experience enhanced by non-medical related therapies*

Lynne's wish for patients receiving treatment for serious illness was to have their experience enhanced by non-medical related therapies at St John of God Bunbury Hospital. The Palliative Paws Program is bringing the wishes of Lynne to fruition with such a personal and heart-warming experience for patients.

The joy has reached beyond the patients and caregivers involved and into the Bunbury community and further afield. Local media outlets have been keen to tell the heart-warming story and social media has been awash with images that speak a thousand words of patients and the visiting golden retrievers. 🐾





**Pictured:** Jane Parker was an inpatient at St John of God Bunbury Hospital several times over the last few years and just two weeks before she passed away in July, Jane was visited on the ward by golden retrievers, Rigsby and Daisy.

Jane's beautiful expression captures the connection she had with her special visitors and Rigsby was certainly comfortable and content in Jane's presence and in his role as a visitor to the hospital.

Jane knew well the love and devotion that can be shared with an animal as she had that special connection with her own much-loved dogs throughout her life.

The new Palliative Paws program at St John of God Bunbury Hospital is continuing to bring joy and affection to patients in our care.

# Pathology to transfer to Clinical Labs

**In June St John of God Health Care announced its intent to sell its pathology division to Australia's third largest pathology service, Clinical Labs, with the transfer of its people and service expected to occur around the end of September.**

The announcement was bittersweet, as it meant that the service provided by St John of God Pathology would be able to grow by joining the third largest pathology service provider with the necessary scale, expertise and resources for sustainable growth.

It also meant that more than 1,200 caregivers would be leaving St John of God Health Care and spells the end of an era in the delivery of a service that is believed to have started when the Sisters of St John of God first purchased equipment for Dr Michaels at Subiaco Hospital in 1933 for the stated purpose of "pathological laboratories."

On announcing the sale of pathology, Group Chief Executive Officer, Dr Michael Stanford said the Australian healthcare system continued to face a challenging landscape.

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***"We consider this to be a merger of two complementary organisations and we are excited about the future,"***

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"In this environment it is essential for all healthcare providers to focus on their strengths in order to maintain the highest quality of healthcare services," Michael said.

"Today our core strength is in providing hospitals services – which already accounts for 90 per cent of our services."

"For decades our dedicated professionals have delivered the full range of pathology services at St John of God Pathology and I thank them on behalf of St John of God Health Care and all those they have served for their diligence, caring and compassion."

"We farewell our pathology caregivers with our blessings for a prosperous future."

Clinical Labs Chief Executive Officer Melinda McGrath acknowledged the skills and experience within the team at St John of God Pathology.

"We consider this to be a merger of two complementary organisations and we are excited about the future," Melinda said.

"Together with St John of God Pathology we will create a strong, patient-focused organisation that will differentiate itself from the competition and thrive." 🍷

# Pathology's rich legacy

St John of God Pathology will leave a lasting legacy within St John of God Health Care and the community after delivering pathology services in Australia over many decades.

The St John of God Health Care Heritage Collection reveals that pathology tests were being carried out on the wards of our hospitals in the 1930s.

In May 1948 Sister Philomena Earle opened the first laboratory in one of the rooms of St Peters ward at St John of God Subiaco Hospital and the Sisters of St John of God employed Dr Ray Joyce as the first pathologist in 1956.

A purpose built laboratory building was opened at Ballarat Hospital in 1968 and at Subiaco Hospital in 1969.

The 1980s saw the introduction of the fax machine that revolutionised the turnaround time for sharing

pathology results and computerisation in 1988 saw the development of the first Kestral system by scientists and computer programmers.

In 1987 the Sisters of St John of God acquired Mercy Pathology WA at Mercy Hospital in Mt Lawley (now St John of God Mt Lawley Hospital).

At this time St John of God Pathology in Western Australia was a joint venture between St John of God Health Care and the pathology partnership of Dr Trevor Kyle, Dr Frank Cordingley and Dr Patricia Mitchell. It operated from Subiaco Hospital and had 65 staff.

St John of God Health Care was established in 1989 and brought together all the Sisters of St John of God health care operations of the time; hospitals, pathology and radiology services.

By the 1990s it became evident that size and scale mattered in pathology and the St John of God Health Care pathology service grew exponentially with the privatisation of public pathology services in Victoria and the acquisition of Hollywood Repatriation Hospital Pathology and Perth Pathology Services in Western Australia. In 2005 Pathcare Geelong joined the group and later VicPath in Melbourne.



The pathology service expanded from  
**75 CAREGIVERS** and an annual total  
revenue of **\$5 MILLION** in the early 1990s...

**Pictured:** The early days of St John of God Pathology in the St John of God Subiaco Hospital basement.





**Pictured:** In 2008 Geelong Courier Gordon Purvis drove the first ever environmentally friendly car proudly branded with the tagline “Caring for the environment – it’s in our Blood”.

We served **50,000 PATIENTS** in the early 1990s and in the last year the service provided over **2.1 MILLION PATHOLOGY TESTS**

The pathology service expanded from 75 caregivers and an annual total revenue of \$5 million in the early 1990s to over 1,200 caregivers today and annual revenue around \$135 million. We served 50,000 patients back then and in the last year the service provided over 2.1 million pathology tests.

In 1999 the Western Australia and Victorian operations merged to form the national entity of St John of God Pathology.

St John of God Pathology has contributed greatly to St John of God Health Care’s social outreach endeavours. In 2002 it waived fees for HIV AIDs testing in response to the government not reimbursing private pathology services. It provided a cervical cancer screening program to Vanuatu with pap smears

being collected in Port Vila and then sent to the Ballarat laboratory in Victoria for testing.

In 2004, St John of God Health Care commenced a pathology development program in East Timor in partnership with the government of that country. That program continues today and has seen great exchange between Australia and East Timor of health workers that has helped further the developing nation’s pathology capabilities and its sustainability.

In recent times St John of God Pathology has felt the brunt of industry dynamics with a freeze on pathology funding by government, changes in government policy like the proposed bulk billing incentive payment removal and collection centre

deregulation all the while operating within an ultracompetitive market.

These factors have contributed to the decision to transfer the service to Clinical Labs, an organisation whose core business is pathology.

Clinical Labs will have a long-term contract to continue to provide that high quality pathology service at St John of God hospitals that have onsite pathology services.

St John of God Health Care will retain a minority shareholding in Clinical Labs and continue to contribute its experience to the governance of Clinical Labs and the ongoing delivery of quality pathology services in Australia. 🍷

*SOURCE: St John of God Health Care Heritage Collection.*

...to over **1,200 CAREGIVERS** today and annual revenue around **\$135 MILLION**

**Pictured:** Group Director Corporate Services and former CEO of St John of God Pathology for 16 years, Kevin Taylor, works alongside a staff member in the pathology laboratory in Dili’s Hospital Nacionaal Guido Valadares.



# Engaged staff take out quality care award

**St John of God Geelong Hospital has been awarded Press Ganey Australia's 2016 Success Story Award for an improvement program that has built an engaged nursing unit team and improved the experience for patients on the ward.**

The global health surveyor's annual awards recognise outstanding programs that have improved the quality and delivery of health care. St John of God Murdoch Hospital emergency department was also one of the finalists.

When registered nurse Andriy Kurtsev took on a job of Nurse Unit Manager at St John of God Geelong Hospital in

July 2013, the ward he was in charge of was experiencing some challenges with caregiver engagement and patient satisfaction.

The hospital was undergoing a period of redevelopment and the ward had recently expanded from a small 10 bed paediatric unit to a 30 bed ward dealing with multiple specialties and catering to patients of all ages. These

rapid changes were affecting caregiver morale and patient satisfaction.

"It was a challenging time," said Andriy. "Looking after children is very different to caring for adults with possible comorbidities such as dementia. To make matters more challenging our emergency department opened in 2014 which changed patient dynamics again."

Andriy earned his Masters of Business in Ukraine and initially worked as a nurse in the United States. His background in business and experience working in countries where customer service is highly valued, informed his vision for the ward at St John of God Geelong Hospital.

"My goal was to build the team up and give them the resources they needed to provide excellent care," he said. "By talking to the nurses I was able to understand that they were distressed in dealing with all the new specialties and different types of patients."

Andriy organised regular training and education sessions to encourage teamwork and staff development.

## LESS PAIN FOR PATIENTS

**Press Ganey Australia selected St John of God Murdoch Hospital's emergency department as a finalist in its 2016 Success Story Awards for improvements in managing patient pain.**

Director of Emergency Medicine Dr Paul Bailey said pain is the major reason for patients coming to the emergency department and so pain management, analgesia, is a key issue for emergency departments both in Australia and globally.

"However, emergency doctors might be more conservative in their approach with pain management, partly given the nature of emergency departments, but also due to the many negative side effects of strong pain killers," Paul said.

The challenge was to alter the emergency department culture around pain management and involve as many treating staff as possible in the improvement of current practices.

"Early assessment of pain and provision of timely and appropriate analgesia is fundamental in the delivery of quality patient care," Paul said.



*“My goal was to build the team up and give them the resources they needed to provide excellent care,”*



*Pictured: Geelong caregivers Kate Gerdtz with patient, Mr Alan Bissett, Taf Kamba, Jo Pritchard and Nurse Unit Manager Andriy Kurtsev.*

Communication was improved by introducing regular meetings and email updates. Nurses were also given increased opportunities to influence decision-making and initiatives to recognise excellence in the workplace were implemented.

The results were reflected in the ward’s success in the Press Ganey 2015 patient survey where patient measures sky rocketed into the 95th percentile for overall care

including nursing care and courtesies, promptness of response and pain control.

The Press Ganey survey of caregivers also showed a staggering increase in caregiver engagement of around 25 percent and now staff are likely to recommend the ward and Geelong as a good place to work where you are given opportunities to be creative and innovative.

Importantly patient complaints went down by 50 per cent and were significantly less complex and compliments for the care rose from 35 before the introduction of the improvement program to 56 after the intervention.

“I would like to thank the nursing staff,” said Andriy. “They were very willing to share my vision of what patient care should be like on the ward.” 🍷

A pain management team of medical and nursing representatives was established to develop a strategy for improving pain management. From these discussions, a nurse directed analgesia protocol was developed, where under the supervision of medical officers, nurses are able to administer analgesics to appropriate patients and assess patients pain using a verbal numeric rating scale from 0 -10.

Clinical Nurse Brontie Hicks said the protocols were launched with staff education and engagement, and evaluated three and 12 months after implementation.

“We found patients responded well to the pain scale and nurses were happy to be involved in decision making, which in turn improved patient outcomes and satisfaction,” Brontie said.

“Hopefully listening to how we dealt with changing pain management practices will provide others with a clear vision of how to achieve their goals and implement a successful pain protocol.” 🍷

*“Early assessment of pain and provision of timely and appropriate analgesia is fundamental in the delivery of quality patient care,”*

# Accord ready for new era in disability

**St John of God Accord has received a gold star rating by its clients as it enters a new era of consumer driven disability support service, with the introduction of the National Disability Insurance Scheme (NDIS).**

In February Accord surveyed its families and clients and rated highly in all areas of customer satisfaction. The survey of 150 families and clients were conducted by external agency, Painted Dog.

St John of God Accord's CEO Tony Hollamby said, "We listen to our clients and families and respond to their goals and aspirations and will continue to do so".

"The disability sector is experiencing an exciting paradigm shift in client and family engagement," Tony said.

**Pictured:** St John of God Accord's ceramic program, managed by Sylvia Sygon, supports each of its clients to create, paint and sell their wares. The ceramics program is a well-regarded example of providing a person-centred approach to disability support.





“On 1 July, 2016 St John of God Accord entered a new service delivery environment with the introduction of the NDIS where choice and control over access to support services lies firmly in the hands of clients and future service participants.”

St John of God Accord’s response to the change was to develop a strategy that set the service up to be a leader in the disability sector, by being responsive to the new market, having an adaptive workforce and a culture that understands customer experience.

“St John of God Accord has seen the NDIS as a real opportunity and has forged ahead to understand this new world of consumer driven support.

“The new Greensborough Community Campus is a hub of activity. It’s a great space for clients and for future participants and this is just one example of how we are fully focused on supporting clients and their families in a person-centred environment.”

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***“For too long, disability services have been underfunded, inflexible and built around the needs of the system rather than those of the individual. We have advocated for change and St John of God Accord is ready for the future.”***

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**Pictured:** Accord CEO Tony Hollamby.

In July 2015 Accord established a project team to better understand what the new consumer driven disability sector would mean for all aspects of the organisation including; service delivery, workforce, financial and information technology, marketing and partnership development.

A member of the Divisional Management Committee was allocated to lead each of these key areas. As part of this project a business development role was created and now managed by Peter Newsome.

A number of initiatives were implemented to ascertain the expectations of clients, families and caregivers.

The importance of a new website was identified early and Accord launched its new online presence on July 1 that is easily navigated by its customers and highlights Accord’s service offering and clients through stories and videos.

A new 1300 phone number hotline was established for NDIS enquiries and for the intake of new clients. A team of highly informed and professional employees was trained in areas of customer service, information technology and the NDIS.

Tony said the energy in the build-up to the introduction of the NDIS had not waned, if anything it had only led to greater commitment and determination.

“I talk to clients and families all the time and it’s important that engagement continues so equilibrium remains intact.”

“For too long, disability services have been underfunded, inflexible and built around the needs of the system rather than those of the individual. We have advocated for change and St John of God Accord is ready for the future.” 🍷



# Moort Boodjari Mia

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**St John of God Health Care has taken on a new Social Outreach service that will deliver health care and education to Aboriginal women and their families during pregnancy and following childbirth.**

Moort Boodjari Mia is an Aboriginal led maternity support program that assists Aboriginal families in Perth's north-east metropolitan area who are expecting a baby.

In Noongar language Moort Boodjari Mia means 'family pregnancy house'. Moort Boodjari Mia's goal is to help Aboriginal women to stay healthy during pregnancy and to provide advice and support in the lead up to, and up to four weeks after, birth to give their babies the best possible start in life.

Each client case is managed by a team consisting of a midwife, Aboriginal health liaison officer and Aboriginal liaison grandmother. They work together to develop care plans that meet the needs of each individual and take into consideration the social determinants of health that may be impacting their lives.

Moort Boodjari Mia Aboriginal Liaison Officer, Gail Gibson, said the holistic approach taken by the service is crucial to its success.

"Unfortunately many of our clients are facing a range of other issues that

we need to help them deal with first so that they are able to focus on their pregnancy," Gail said.

"Some of the ways we do that is by yarning with them one-on-one, providing transport to appointments and having the flexibility to meet with them in their homes.

"The confidentiality of our service is really important and so is the flexibility that we offer."

"This is a unique program and it's built on a foundation of trust. The cultural security we offer clients and the rapport we're able to build with them, by ensuring they see the same faces at every visit, allows us to engage in a meaningful way.

"We're then able to talk to clients about their pregnancy in detail and explain things in very clear, simple terms that are easy for them to understand.

"Our clients' mothers, aunties and grandmothers often say to us that they wish they'd had access to a service like Moort Boodjari Mia when they were having their babies."

Funded by the WA Department of Health's North Metropolitan Health Service since 2012, Moort Boodjari Mia was set to close earlier this year because the State Government didn't have budget to support all its existing health programs in the current environment.

Building on St John of God Health Care's commitment to the delivery of quality health care services for Aboriginal families, the decision was made to fund Moort Boodjari Mia as a Group Social Outreach service for 12 months as a pilot project.

Over the next year, the Social Outreach Early Years team will work with Moort Boodjari Mia staff to maintain and further develop the program so a greater number of women and families benefit from the service.

Social Outreach Director Early Years, Anna Roberts said her team hopes to build the sustainability of Moort Boodjari Mia to the point where a long-term funding commitment from St John of God Health Care becomes viable.

“Over the next 12 months, Group Social Outreach will have responsibility for managing the Moort Boodjari Mia service and the team at St John of God Midland Public Hospital will provide clinical support and governance.” Anna said.

“We have clear pathways to incorporate Moort Boodjari Mia into our existing maternity care services and will also work with other service providers to provide shared care.”

“St John of God Midland Public Hospital has developed excellent relationships with the local Aboriginal community and we’re looking forward to build on those whilst delivering accessible, high quality healthcare.”

Gail said St John of God Health Care has been a lifeline for the service and the community.

***“Our clients’ mothers, aunts and grandmothers often say to us that they wish they’d had access to a service like Moort Boodjari Mia when they were having their babies.”***

“When we told our clients and their families that the service will continue for another 12 months under St John of God Health Care, the look on some of their faces was priceless,” Gail said.


“Before they spoke a word we could see the happiness and relief in their smiles.

“They are delighted that we’ll be there to continue supporting them through the remainder of their pregnancy.” 🍷

*Pictured: In Noongar language Moort Boodjari Mia means family pregnancy house*







*“We are always looking at new ways to measure and monitor our clinical performance and make improvements to offer the best possible service to people in our care.”*



# First Australian hospital group to sign up to breast device quality registry

**St John of God Health Care is the first hospital group in Australia to have all its hospitals sign up to participate in the Australian Breast Device Registry (ABDR) as part of its commitment to constantly improving quality outcomes for patients.**

Group Chief Executive Officer Dr Michael Stanford said the group's 13 acute hospitals had actively participated in the recruitment of breast, cosmetic and plastic surgeons to the clinical registry.

"As a national hospital group we have the ability to significantly contribute to the knowledge base around the quality and safety of surgical breast implants," Michael said.

"We are always looking at new ways to measure and monitor our clinical performance and make improvements to offer the best possible service to people in our care."

"Surgical breast implants are done day in, day out for a whole range of clinical conditions but there is not a clear monitoring of outcomes to see whether the devices being used are safe in the long term."

The national quality registry being run by Monash University is collecting outcomes data on patients who've had breast device

implant surgery, one, five and 10 years after their procedure - which is where there is currently a gap in the clinical evidence.

The Therapeutic Goods Administration, that approves medical devices for use in Australia, considers silicone breast implants and tissue expanders as high risk implantable devices but safe medical devices, but they acknowledge that there is not enough data to accurately measure their performance after they've been implanted.

The ABDR is looking to involve all breast surgeons, plastic and cosmetic surgeons operating in public and private facilities across Australia as it considers this an important public health issue.

SJGHC is also participating in other registries that are informing its clinical practice including bariatric, cardiothoracic and joint replacement surgery and in doing so is improving the quality and accountability of health care in Australia. 🍷

**Pictured:** Participation in clinical registries is informing clinical practice at St John of God Health Care.

# Cross brings comfort to family

It is sometimes the smallest gestures that make the biggest impact and St John of God Warrnambool Hospital is proving that no small act of kindness goes unnoticed.

One of these small acts includes offering small wooden crosses to patients while in hospital, to bring them hope and comfort in their time of need.

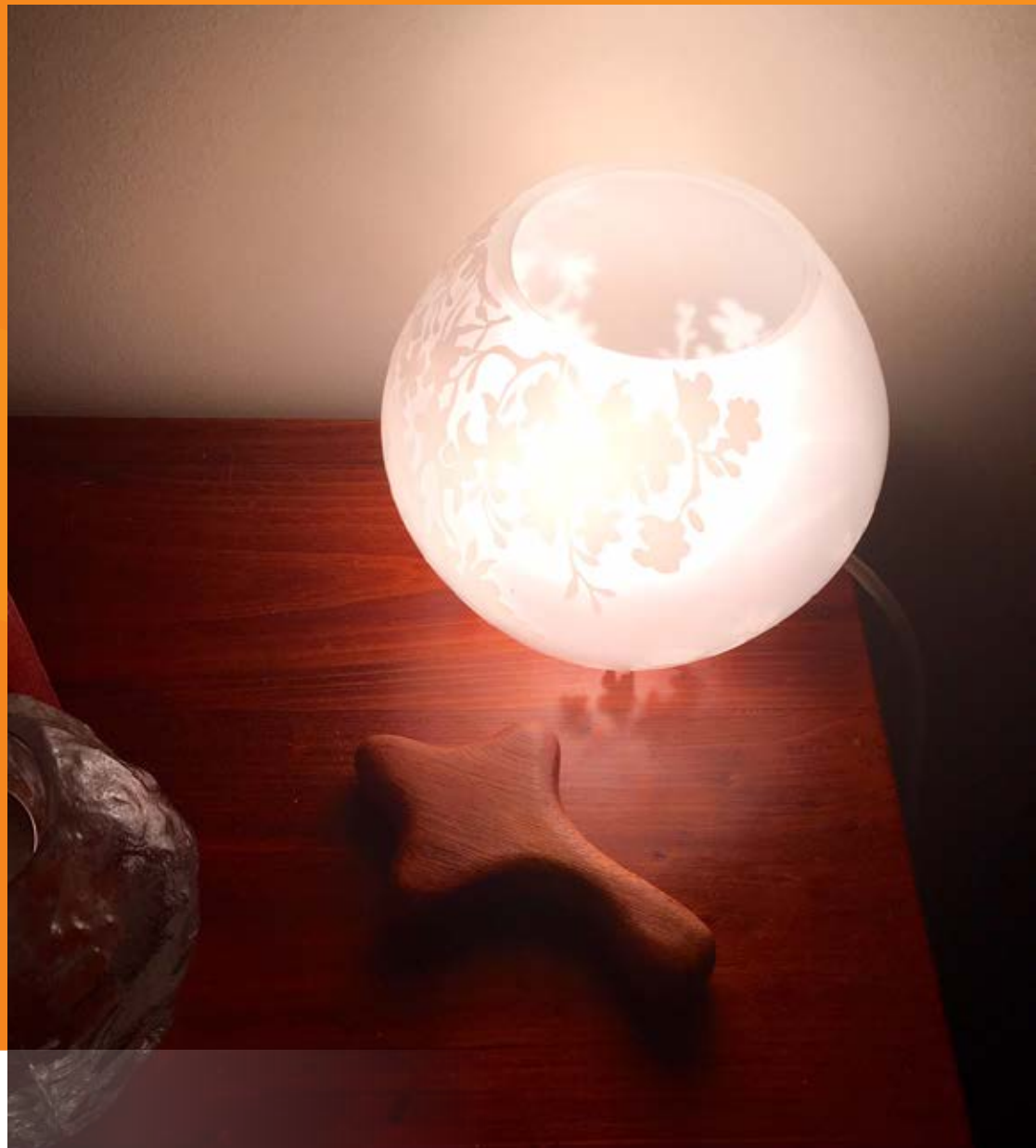
These crosses, called 'holding crosses', are designed with soft, rounded edges to fit comfortably in the palm of the hand.

Melbourne journalist and expectant mum, Erika, was a recipient of one of these crosses two years ago after visiting her mum in hospital.

Sister Dominica, who was one of the last of the Sisters of St John of God in Warrnambool to retire to Perth in December 2014, gave the cross to Erika's mother to give to Erika to keep her safe throughout her pregnancy.

Erika was touched by the gesture and the cross was the first thing that she packed when she was getting ready to go to hospital to give birth to her second child.

"I had a beautiful labour the second time around and though I can't say exactly why it was, I know holding the cross was part of the reason," Erika said.





*“It gave me extra strength and comfort and has continued to give me strength in times of need ever since.”*

“It gave me extra strength and comfort and has continued to give me strength in times of need ever since.”

This same cross has brought comfort to Erika’s childhood best friend, who suffered an unexpected stroke earlier this year.

Erika received the distressing news from the husband of her friend and the first thing she did was grab the cross from her dresser before quickly heading to Geelong to visit her in hospital.

After seeing how much her cross meant to her friend during this challenging time, Erika set about locating her friend a cross of her own.

To find the source of the crosses, Erika was put in touch with St John of God Warrnambool Hospital Director of Mission, Anne-Maree Mugavin, who travelled from Warrnambool to Koroit to deliver two crosses to Erika’s mum to pass on.

Erika’s friend now has her own cross which continues to help her and her family through some challenging moments.

“My own cross lives on my dresser and it is part of my daily life,” Erika said.

“It’s a part of my story which will live on through my sons and hopefully be meaningful to them too.”

The ‘holding cross’ provides hope and healing for many patients in our care in our hospitals around Australia. 🍷



**Pictured:** Winners are grinners at SJG Geelong Hospital (Back L – R) Linda Dalton, Jeff Anderson, Andrew Lovick, Dianna Goodman, Lisa Cranham (Front L – R) Megan Graham, Rose Lyall, Patricia Boom, Donna Walter

# Excellence award for Geelong

**St John of God Geelong Hospital was named Best Large Business for 2016 at the Geelong Business Excellence Awards in August.**

The hospital won the award largely for its ability to achieve national leadership in patient experience and concurrently deliver transformational investment in facilities, a range of new services for the region and a significant expansion in workforce.

“We are absolutely delighted that the outstanding commitment and professionalism of the Geelong team has been recognised by the judges,” said St John of God Geelong Hospital Chief Executive Officer, Stephen Roberts.

“Every one of our 1000 caregivers brings their heart to work to be the best they can be and each has contributed to this outcome through their commitment to put our patients first.”

Stephen said that whilst the hospital’s \$90 million redevelopment has been an outstanding success, the true test has been the ability to build

a great culture to deliver innovative new services such as the emergency department, cardiac surgery service and robotic surgery program, and achieve patient experience outcomes second to none in Australia.

“We now treat over 40,000 patients every year and it is a privilege for our hospital to be able to have such a positive impact on the Geelong community and the surrounding region.”

Established in 1986, the Geelong Business Excellence Awards recognise organisations that have achieved business excellence in the Geelong region.

It is the oldest continuously running business awards programs in Australia, providing significant recognition and celebration of business achievement and performance. 🍷

# Corridor conversations spark safety improvements

St John of God Health Care's new Good to Great Occupational Health and Safety approach has chief executive officers out on the floor of the hospitals chatting face to face with caregivers about health and safety reforms.

St John of God Ballarat Hospital Chief Executive Officer, Michael Krieg has made it a priority to visit the work area as soon as he sees an incident logged on the system to chat to the caregiver and manager involved and the benefits have been far reaching.

Michael said caregivers had responded well to having a face to face conversation with the CEO.

"It demonstrates to our caregivers that the organisation cares about them and also means that if a process needs to change, so it doesn't happen again, it can be actioned quickly.

"Initially there was some trepidation from caregivers about meeting with the CEO so it took a little while to break down that barrier. Now it's an

expectation that I'm going to meet with them and that we will do what we can to prevent it happening again.

"Now I have caregivers come up and talk to me and raise issues openly – people have been thinking about safety and we talk about solutions," Michael said having just returned from his "safety walk around" the hospital.

He said because he's on the ward he's often able to inspect the hazard that caused the injury and cited an example where a caregiver had a burnt herself in CSSD loading a device into the steriliser.

In conversation caregivers confessed to Michael that they'd just put minor burns down to "being part of the job". It was quickly resolved to introduce

burn resistant gloves in CSSD at a minimum cost to the organisation yet with tremendous benefit to the impacted caregivers.

Another corridor conversation on this particular day was with orderlies about rubbish removal – how often it occurs and how full are the bins?

The caregiver said it "has always been done this way" and the ensuing conversation sparked the resolve for all involved that perhaps the way it had always been done was not necessarily the safest way.

Michael said one of the best parts of his job was meeting with caregivers when it wasn't about what he needed, as their CEO, but what he could do for them. 🙌



**Pictured:** St John of God Ballarat Hospital CEO Michael Krieg on his safety walk of the hospital is able to have open conversations with caregivers.





**Pictured:** Patients participate in singing with Viva Voices on a visit to St John of God Frankston Hospital.

## Singing soothes the soul

**A new music program being delivered by St John of God Health Care and its arts in health partner, Musica Viva, is helping to validate the impact of music on mental health, socialisation and wellbeing of patients.**

Viva Voices at St John of God Frankston Rehabilitation Hospital is one of eight music programs being delivered across the health care group in 2016 in partnership with performing arts organisation, Musica Viva.

Patients at the Victorian rehabilitation hospital participate in singing and song writing workshops with a professional singing teacher. Researchers conduct pre and post session evaluations of the patients to assess the impact of the session on their mood and the hospital environment.

Early feedback about the program has been overwhelmingly positive with patients reporting positive changes in mood, reduced pain and an enhanced hospital environment.

Frankston Rehabilitation Hospital caregivers have also commented on how the program is healing and uplifting spirits, and how patients are noticeably happier when leaving or returning to the ward.

The Frankston community is also benefiting from St John of God Health Care's partnership with Musica Viva, with three local schools being the beneficiaries of a music education program delivered by Musica Viva.

Ballam Park Primary School, Karingal Heights Primary School and Naranga Special School all received discounted music resources and a special performance for students by Musica Viva in Schools ensemble 'Amanska'.

Ballam Park Primary School teacher, Jan Beilken, praised the performance by the 'Amanska' ensemble when they performed at her school.

"It was incredible! Truly wonderful! I can't thank you enough for nominating our school for this concert.

"Many of our students would not have seen live musicians before; the selection of music was fantastic and exposed our students to a world of musical and cultural diversity.

"The musicians were clearly passionate about their music and I think our students will be talking about this concert for a long time," Jan said.

St John of God Burwood Hospital in New South Wales has also piloted their own research project, Singing with my Baby, which is exploring the impact of singing and music on the mood of mothers with postnatal depression, and the impact on the parent-child relationship.

Mothers admitted into the hospital's Mother and Baby Unit are invited to participate in a weekly music program run by a professional musician. The mothers are asked to monitor changes in their mood and levels of connection with their baby.

The results of both projects will add to the growing knowledge bank of arts and health research and will influence future directions for the St John of God Health Care Arts and Health program.





# The healing power of art

**The Western Australian Minister for Health; Culture and the Arts, the Hon John Day MLA recently launched a new research report that affirms what St John of God Health Care has identified in practice; that art is an important part of the healing process.**

The report entitled 'Examination of the use of the arts to improve health and healing in Western Australian hospitals,' was prepared in consultation with the WA Arts and Health Consortium, which includes St John of God Health Care as its keystone partner, the Chamber of Culture and Arts WA, the WA Department of Health and the Department of Culture and the Arts.

Mr Day said the research highlighted considerable demand for art activities in the health system from both the public and clinicians.

"The key findings include high consumer support for arts interventions while in hospital as either a patient or a visitor but that, at present, there is little evidence of overall coordination, strategy or planning to underpin arts and health activities on hospital sites.

The Western Australian hospitals surveyed indicated that the top five barriers for implementing arts and health projects were; staff capacity, funding, limited space and time, coordination and patient safety.

The report recommended that the WA Department of Culture and the Arts and the WA Department of Health develop joint policy to encourage health service providers to implement arts and health projects.

St John of God Health Care Group Chief Executive Officer, Dr Michael Stanford also spoke to the large group of arts and health industry advocates gathered for the launch of the report.

"No artist, government or healthcare group is an island," he said. "The benefits of collaboration include innovation and inspiration. The transfer of knowledge and skills is maximising outcomes for patients, staff and arts and health organisations.

"We encourage the WA Government to take up the recommendations of the report."

## Q&A

### Perioperative nurse Renae Lee

**St John of God Ballarat Hospital registered nurse Renae Lee recently received the highest academic achievement award in her Masters in speciality practice (perioperative).**

**What did you achieve to receive this academic prize?**

The annual Australian Society of Post Anaesthesia and Anaesthesia Nurses (ASPAAN) award is for the highest academic achievement in the Masters of specialty practice in perioperative nursing. It was awarded by the School

of Nursing and Midwifery at Deakin University. It is a huge honour and recognition of hard work!

**What is your motivation to complete a Masters in perioperative nursing?**

Theatre is a speciality environment. I wanted greater knowledge to be able to care for my patients, especially in emergency situations. I also feel that theatre is an environment that can sometimes be quite isolated and we have some amazing skills and research to share. I wanted more than just the technical skills. I wanted to have a deeper understanding of the whole patient experience. I work in the circulating and instrument nursing



**Pictured:** Renae Lee receives her nursing prize from Dr Pat Nicholson, Deakin University.

Michael spoke of SJGHC's success in inviting local visual and performing artists into hospital settings and its long standing art in therapy programs.

He said the Sisters of St John of God, who started the health care group in 1895, had an eye for design in their healthcare facilities and its expression of the group's values of excellence and hospitality.

"The spaces they created reflect a sacred beauty, they are tranquil and soulful and conducive to healing."

He said the WA Government's 'Per cent for Art Scheme' incorporated at the new St John of God Midland Public and Private Hospitals, in collaboration with FORM, the Midland Redevelopment Authority and local artists, had created a space that was beautiful, welcoming and reinforced the hospital's commitment to quality.

"We have now incorporated our own St John of God Health Care 'Per cent for Arts' program across our national group and in all our new developments and I thank the government for their leadership in this area," Dr Stanford said.

"The deployment of arts in our hospitals has been shown to provide improved health outcomes for patients and staff alike." 🍷

**Pictured:** WA Minister for Health, Mr John Day, (centre) launched the new WA research with SJGHC Group CEO Dr Michael Stanford and Patron of the Chamber of Culture and Arts WA, Dr Janet Holmes a Court



role. The Deakin University program teaches these roles in addition to anaesthetic and recovery nursing skills.

### **What does research and education bring to the nursing profession?**

I have a great passion for theatre nursing and education. I spend time with student nurses on placement and I mentor a graduate nurse. I love to see improved rates of graduate recruitment and retention and I believe education is a huge part of that. I feel it is especially important to demonstrate that private hospitals can have a focus on education and research, and a desire to build capacity within their staff in clinical excellence and patient safety. I hope

to see some research come out of our department – we have some areas for growth to meet the changing needs of our patients, but we also do some wonderful work that would be of interest to other hospitals.

### **How does your Masters of specialty practice benefit your day to day work?**

I am definitely more confident. I have improved leadership and communication skills. I can better anticipate and respond to changing clinical situations.

### **How long have you been nursing?**

I started here in June 2012 and I've always worked in theatre since graduating from Charles Darwin University four and a half years ago.

As an undergraduate I worked in Ashford Hospital as a nurse affiliate in their high dependency ward and emergency department. I first worked in theatre at Flinders Private Hospital in Adelaide.

### **When will you complete your Masters?**

I began my studies in Feb 2014. In June of that year, my mum was diagnosed with terminal melanoma and I moved back to Adelaide. I returned to study in July 2015 and my mum has since gone into remission! I have completed the graduate certificate, and will complete the graduate diploma this year. My Masters thesis will be due for submission in 2017. 🍷



# The road to Rio for proud caregivers

**As the world focuses on the Rio Olympics, St John of God Health Care has its own Olympic families participating in the event of a lifetime.**

Pinelodge Clinic registered nurse Raelene Pearson is the proud Mum of Emma Booth who has been selected as one of four members of the Australian Paralympic equestrian team bound for Rio.

Pinelodge Clinic caregivers have got behind Raelene and Emma with a fundraising campaign to help meet the cost of getting Emma and her horse 'Zidane' to South America.

A talented young horse rider, Emma was involved in a serious car accident in 2013 which left her with spinal cord damage and a paraplegic.

Just six months after her accident courageous Emma was back in the saddle and aiming to get to the Paralympics. In just three years she has progressed to become Australia's number one para-equestrian rider.

Another proud mother is Kerry Bailie who is an oncology nurse at St John of God Bunbury Hospital. Kerry's son Ryan competed gallantly for Australia in the triathlon and Kerry was proudly by his side as the team manager.

Back in Bunbury the whole oncology ward, including staff and patients and their families, were behind Ryan's journey with a life-sized poster of the athlete adorning

the walls of the ward and his feats widely shared amongst the hospital team.

St John of God Bunbury Hospital Chief Executive Officer Mark Grime, said when the race was run on Saturday 20 August the whole ward was glued to the television to cheer on their local boy.

Subiaco Hospital volunteer Colleen Hayward was cheering on Hockeyroo Georgie Parker, who is the girlfriend of Colleen's grandson Jacob.

"She is a gorgeous girl, Colleen said. "It has been a long hard road to Rio as she was injured and unavailable for selection in 2012. We were so excited and proud when Georgie was named in the team for Rio 2016."

St John of God Health Care sends its collective congratulations to all who competed in the Rio Olympics and has its fingers crossed for Paralympian Emma Booth and her fellow competitors as they take to the stage in Rio. 🍀

**Pictured:** Emma Booth and her horse Zidane are Rio bound as part of the Paralympic equestrian team.









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